

Before the
Federal Communications Commission
Washington, D.C. 20554

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In the Matter of

DA 96-1500

Request of the United States Department
of Justice that 311 be reserved for use by
communities for non-emergency police
telephone calls

CC Docket No. 92-105

DOCKET FILE COPY ORIGINAL

COMMENTS OF THE

LOUISIANA PUBLIC SERVICE COMMISSION

The Louisiana Public Service Commission ("LPSC") hereby submits the following comments in response to the Federal Communications Commission ("FCC") Public Notice in the above captioned case released on Sept. 10, 1996.

Introduction

The United States Department of Justice Office of Community Related Policing Services ("DOJ") requested that the FCC reserve the N11 code, specifically 311, on a nationwide basis to be used by communities for non-emergency police telephone calls.

In the letter to the FCC, the DOJ states that the reservation of the N11 code is in response to a call from President Clinton to develop a national community policing number for non-emergency phone calls that "will be as easy to use and remember as 911." The DOJ suggests that the most appropriate number for the non-emergency line would be 311. The DOJ further states that the reservation of the 311 non-emergency number will reduce the burden that is currently on the nation's 911 system. The 311 non-emergency number is needed on a national level to provide consistency

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nationwide and minimize public confusion.

Comment

State regulatory agencies currently have jurisdiction to authorize the use of N11 codes, pending further action by the FCC.¹ The LPSC has recognized this jurisdiction and assigned N11 numbers to various organizations throughout Louisiana.² In allotting the N11 codes, the LPSC reserved 311 for non-commercial uses relating to health, safety, welfare or governmental use.³ The LPSC has assigned the 311 number to two ambulance services which operate within the state of Louisiana.⁴ However, all of the N11 numbers allotted by the LPSC were done so with the understanding that by regulation, the FCC or the LPSC may rescind the authority to use such numbers.⁵ Exhibit 1 is attached.⁶

The LPSC neither supports or opposes the FCC Public Notice CC Docket No. 92-105 released September 10, 1996. The LPSC's intent in submitting these comments is to apprise the FCC of the actions the LPSC has taken with respect to N11 numbers, specifically the assignment of the 311 number to two ambulance services.

¹ Letter from Department of Justice Office of Community Oriented Policing Services to Federal Communications Commission, August 26, 1996. Re: Non-emergency Telephone Number for Police services.

² Louisiana Public Service Commission Order No. U-20222-B, June 23, 1994.


³ Louisiana Public Service Commission Order No. U-20222-A, June 17, 1994.

⁴ Louisiana Public Service Commission Order No. U-20222-C, June 23, 1994.

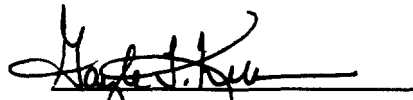
⁵ Louisiana Public Service Commission Order No. U-20222-A, June 17, 1994.

⁶ Attached as Exhibit 1 is a copy of all Louisiana Public Service Commission Orders pertaining to N11 codes.

Respectfully submitted,



Lawrence C. St. Blanc
Secretary



Gayle T. Kellner, Esq.

LOUISIANA PUBLIC SERVICE COMMISSION
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LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

RECEIVED
OCT 10 1993
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Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

On December 18, 1992, South Central Bell submitted a tariff filing introducing N11 Service as the initial Abbreviated Dialing offering. The tariff filing was published in the Commission's Official Bulletin No. 505, dated January 1, 1993. Opposition to the tariff filing was received and subsequently the matter was docketed and set for a public hearing. The hearing was initially scheduled for April 6 & 7, 1993 but was postponed at the request of an intervenor. A status conference was later held on September 28, 1993 at which time a procedural schedule was established including a hearing date of November 11, 1993.

This matter was heard before Hearing Examiner E. L. Gallegos on November 11, 1993. At the conclusion of the hearing, the Hearing Examiner indicated to the parties he would take the matter under advisement. On December 7, 1993, Mr. Gallegos presented his findings and recommendations to the Commission at its Business and Executive Session. At that session, the Commission ordered that numbers "511" and "711" be removed from consideration from any present disposition of N11 service, and that these numbers be held for the hearing impaired until the FCC acts on the examinations pertaining to these numbers.

IT IS THEREFORE ORDERED THAT:


Numbers "511" and "711" be removed from present disposition of N11 service, and that further, these numbers be held for the hearing impaired until the disposition of the same numbers is determined by the FCC.

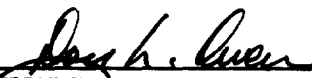
IT IS SO ORDERED.


BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
June 17, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN


ASSISTANT SECRETARY


DISTRICT III
COMMISSIONER IRMA MUSE DIXON

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-A

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

At the February 3-4, 1994 Business and Executive session, Staff presented a report to the Commission as to the status of the N11 issue in other states, along with the method of allocation of the numbers by other states. Significant discussion, including the status of the N11 issue at the Federal Communications Commission ("FCC") occurred. The Commission noted that any disposition regarding N11 numbers was and will continue to be subject to FCC action, and that subscribers take the service subject to this risk. Additionally, the Commission discussed that once a number was awarded to a particular entity, that the use of the number by the entity would be monitored and if the entity did not use the number for the particular purpose represented to the Commission, or misused, abused or even under-utilized the number or for any other good cause as determined by the Commission, then the Commission would have the right to take the number away from that entity. Furthermore, the number would not be considered the property of the entity receiving the number, therefore the entity would not have any "property rights" in the number and the number would not be subject to sale or transfer.

On Motion of Commissioner Blanco, seconded by Commissioner Schwegmann, with Commissioners Powell and Dixon concurring, and Commissioner Owen dissenting, the Commission reserved all 311 numbers to a special tariff or special assembly configuration in all local calling areas for non-commercial uses related to health, safety, welfare or governmental use; for applicants which can demonstrate a substantial net worth sufficient to support financial stability, and a demand for the service of a minimum of 10,000 calls per month. Additionally, it was ordered that there shall be no charge back to customers for use of 311, and the number cannot be transferred. Further, use of a 311 number is subject to revocation in the event it can be shown a commercial use is being made thereof or for other causes inconsistent with the public-purpose use of the non-commercial, health, safety, welfare, or governmental uses of this reserved three digit number. Finally, all N11 numbers, once issued by South Central Bell, will be non-transferable by the party receiving it.

As to the remaining N11 numbers which would be available for commercial use, Commissioner Schwegmann moved for the Staff to develop a form for an application together with accompanying standards, with the Commission to reject those who do not meet the standards; further that if there are a sufficient number of available numbers of qualified applicants, then numbers would be then assigned; otherwise, there would be a lottery.

Commissioner Dixon suggested a substitute motion that after a period of publicity regarding availability, there be a proposal process by potential providers which will meet standards that are developed by Staff and South Central Bell. In the event that there are sufficient numbers available to qualified applicants, that these numbers be allotted on a one year trial basis with a successful applicant coming back before the Commission for a permanent grant after the trial period; that if there are inadequate numbers to be allotted to qualified applicants, that the applicants come back before the Commission for further consideration; and finally, that the Staff and South Central Bell will work to develop a reasonable schedule of fees for such monitoring as might be required for this service. This motion was seconded by Commissioner Schwegmann, with Commissioners Powell and Blanco voting in favor thereof, and Commissioner Owen dissenting.

At the March 9, 1994, Business and Executive session, General Counsel for the Commission presented to the Commission his recommendation of the criteria and specifications in the form of the following "Request for Applications for Assignment of N11 Numbers By The Louisiana Public Service Commission," which sets forth the information each applicant should provide to the Commission for its consideration in allotting the N11 numbers:

The Louisiana Public Service Commission, in considering South Central Bell Telephone Company's tariff entitled "General Subscribers Service Tariff A39 Abbreviated Dialing," is requesting that all parties interested in being assigned a "N11" abbreviated dialing arrangement submit applications for consideration by the Commission. Upon review of all applications received, the Commission will consider and assign N11 numbers based on the study of each applicant's qualifications. Interested parties should submit applications, in affidavit form, containing at a minimum the following information:

- (1) Applicants shall disclose how their plan would further the public interest;
- (2) Applicants shall disclose the anticipated costs it expects to incur in providing N11 service, and also submit documentation evidencing financial ability to implement N11 service within sixty (60) days of assignment;
- (3) Applicants shall disclose the service they intend to provide and the type of information which will be disseminated via the N11 service applied for;
- (4) Applicants shall have a proven record of reliable information services provision which the Commission can easily verify;
- (5) Applicants shall affirmatively state that they will be able to provide N11 service within sixty (60) days of the date the N11 number is assigned to it and, consistent with SCB Tariff A39, that the applicant will be billed a non-recurring charge at that time;
- (6) Applicants shall affirmatively state their long term commitment to provide N11 service;
- (7) Applicants shall affirmatively state their understanding of the potential for any N11 number assigned to it by this Commission to be recalled by the NANP (North American Numbering Plan) administration, the Federal Communications Commission, or the Louisiana Public Service Commission;
- (8) Applicants shall disclose the per call charge to be imposed for N11 service; and
- (9) Applicants shall state their name, address, telephone number and principal contact person.

Separate consideration will be given to applicants who desire assignment of an "N11" number for non-commercial use related to health, safety, welfare or governmental use, for which the number 311 has been reserved. Applicants seeking assignment of the 311 number shall, in addition to the above factors, affirmatively establish that application is being made solely for non-commercial use related to health, safety, welfare or governmental use, and shall also demonstrate a net worth sufficient to support financial stability and a minimum service demand of 10,000 calls per month. In lieu of the eighth (8th) factor listed above, any party desiring assignment of the 311 number shall affirmatively state that there will be no charge to customers for use of the 311 number.

Interested parties should submit applications containing the above described information, within sixty (60) days of publication of this notice to: Louisiana Public Service Commission, Office of the General Counsel, ATTN: N11, Post Office Box 91154, Baton Rouge, Louisiana 70821. Additional information, including copies of South Central Bell Tariff A.39, may be obtained by writing to the above address.

The Commission voted to accept the Staff recommendation and instructed General Counsel to proceed with publication of the three digit dialing specifications, with the addition of a paragraph showing applicant's financial strength to be able to implement the plan.

The "Request for Applications" was subsequently published in the Commission's Official Bulletin, No. 537 dated March 25, 1994, and eight major Louisiana newspapers, and additionally were mailed to interested parties and intervenors of record in Docket No. U-20222.

At the May 11, 1994 Business and Executive session, the Louisiana Press Association requested the Commission to reopen the period in which to submit applications for N11 numbers for a period of six months after the initial sixty day period expires to allow the smaller community newspapers the opportunity to observe and evaluate the progress of the Times Picayune (if it was ultimately awarded a number) before deciding whether or not they even want to apply and much less, before, they move forward to actually request that a number be awarded to them. The Commission discussed the "fairness" of the request along with the fact that the N11 Docket had been open in excess of one year with ample time for all newspapers to prepare for the allotting of N11 numbers. A recommendation was made that in six months N11 be placed back on the schedule to decide whether the application process should be reopened. A concern was expressed that the requirement that the number be placed in service within sixty days according to the tariff filed by South Central Bell, was not enough time for people who just became aware of the requirement and that a little leeway would need to be allowed. After significant further discussion, all action was deferred.

IT IS THEREFORE ORDERED THAT:

- 1) All 311 numbers be reserved for a special tariff or special assembly configuration in all local calling areas for non-commercial uses related to health, safety, welfare or governmental use; for applicants which can demonstrate a substantial net worth sufficient to support financial stability, and a demand for the service of a minimum of 10,000 calls per month. Additionally, it is ordered that there shall be no charge back to customers for use of 311, and the number cannot be transferred. Further, use of a 311 number is subject to revocation in the event it can be shown a commercial use is being made thereof or for other causes inconsistent with the public-purpose use of the non-commercial, health, safety, welfare, or governmental uses of this reserved three digit number. Finally, all N11 numbers, once issued by South Central Bell, are non-transferable to third party non-affiliates of the party receiving it.
- 2) The LPSC will administer the application and selection process of N11 numbers. Following a period of publicity regarding availability, N11 numbers will be allotted to qualified applicants on a one year trial basis. In the event the number of qualified applicants exceeds the sum of available numbers, the Commission shall allocate numbers to the most qualified applicants.
- 3) Following completion of the trial period, permanent assignment of N11 numbers will be considered by the Commission.

- 4) South Central Bell shall submit a reasonable schedule of fees for such monitoring of N11 service as might be required during the above referenced one year trial period.
- 5) The General Counsel's recommended criteria and specifications for applying and consideration of applicants for N11 numbers are adopted.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
June 17, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGHMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN

DISSENTS


ASSISTANT SECRETARY


DISTRICT III
COMMISSIONER IRMA MUSE DIXON

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-B

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

At the March 9, 1994 Business and Executive session, the Commission voted to accept the Staff recommended "Request for Applications for Assignment of N11 Numbers By the Louisiana Public Service Commission", (the "Request") and ordered that the Request be published. The Request was subsequently published in the Commission's Official Bulletin, No. 537 dated March 25, 1994 and in eight major Louisiana newspapers, and was additionally mailed to all interested parties and intervenors of record in Docket No. U-20222. The Request indicated that interested parties desiring an N11 number should submit their application within sixty (60) days of publication of the Request. The sixty day submission time period concluded on May 25, 1994.

Twenty-three applications were submitted by interested parties for commercial N11 numbers for various local calling areas. The applications filed on behalf of the Church Point News, the Ville Platte Gazette, the Oakdale Journal, the Kaplan Herald and the Kinder Courier News were not considered by the Commission only because these newspapers applied for N11 numbers for local calling areas served exclusively by independent telephone companies, not South Central Bell Telephone Company which submitted the N11 tariff offering subject to this docket.

Of the remaining eighteen (18) applications for commercial N11 numbers, ten of the applicants requested one or more calling areas where technical problems existed with the switch or with regard to a remote/host relationship, which may prevent the actual implementation of N11 service in those particular calling areas. South Central Bell and staff were instructed to develop a timetable for resolution of the technical problems.

Before proceeding to the actual awarding of the N11 number for each calling area, the Commission reiterated that all applicants receiving an N11 number, do so subject to the policies, standards, and orders previously set forth in Commission Order Numbers U-20222 and U-20222-A.

The Commission then voted to approve the applications for commercial N11 numbers submitted by the following eighteen applicants for the local calling areas requested by each application subject to the technical problems that may exist in varying degrees:

1. McCormick Information Services, Inc. (The Alexandria Town Talk) - Alexandria, Pollock, Dry Prong, Colfax, Montgomery, Georgetown, Bunkie and Marksville local calling areas.
2. Denham Springs Publishing Company, Inc. (Denham Springs - Livingston Parish News) - Baton Rouge local calling area.
3. Capital City Press (The Advocate, Saturday and Sunday Advocate) - Baton Rouge local calling area.
4. The Daily Advertiser - Lafayette local calling area.
5. The Times - Shreveport, Oil City, Minden and Mansfield local calling areas.
6. News Leader, Inc. - Leesville, Deridder, Maryville, Vinton and Lake Charles local calling areas.

7. The Times-Picayune Publishing Corporation - New Orleans, Mandeville/Covington and Slidell local calling areas.
8. Carmeco, Ltd. - New Orleans local calling area.
9. Louisiana State Newspapers, Inc. - Lafayette local calling area.
10. The Crowley Post Signal - Crowley, Rayne and Jennings local calling areas.
11. The Caldwell Watchman - Columbia local calling area.
12. The Amite-Tangi Digest - Amite and Kentwood local calling areas.
13. The Baker Observer - Baton Rouge local calling area.
14. The Abbeville Meridional - Abbeville and Gueydan local calling areas.
15. The Delhi Dispatch - Delhi and Rayville local calling areas.
16. The Eunice News - Eunice and Opelousas local calling areas.
17. The Hammond Vindicator - Hammond local calling area.
18. The Teche News - St. Martinville and New Iberia local calling areas.

The Commission subsequently considered the N11(A39) tariff filed by South Central Bell but which had not been officially accepted yet. It was noted that the tariff provided that South Central Bell had thirty (30) days to provision a number once an applicant was awarded one by the Commission and the applicant would then have sixty (60) days to place the number in service. On the motion of Commissioner Dixon and seconded by Commissioner Blanco, the Commission voted to accept South Central Bell's A39 tariff regarding the offering of and service requirements for N11 numbers.

IT IS THEREFORE ORDERED THAT:

1. The above stated eighteen (18) applicants shall be awarded an N11 number for each of the above enumerated local calling areas indicated following the applicant's name.
2. The applicants accept the numbers subject to the policies, standards and orders set forth by Commission Orders Numbers U-20222 and U-20222-A.
3. South Central Bell's A39 tariff is accepted.

IT IS SO ORDERED.
BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
June 23, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAU BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL

DON OWEN ABSTAINS
DISTRICT V
COMMISSIONER DON OWEN


DISTRICT III
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-C

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

At the March 9, 1994 Business and Executive session, the Commission voted to accept the Staff recommended "Request for Applications for Assignment of N11 Numbers By the Louisiana Public Service Commission", (the "Request") and ordered that the Request be published. The Request was subsequently published in the Commission's Official Bulletin, No. 537 dated March 28, 1994 and in eight major Louisiana newspapers, and was additionally mailed to all interested parties and intervenors of record in Docket No. U-20222. The Request indicated that interested parties desiring an N11 number should submit their application within sixty (60) days of publication of the Request. The sixty day submission time period concluded on May 25, 1994.

The following three applicants submitted applications for non-commercial 311 numbers for various local calling areas:

1. St. Tammany Parish Hospital
2. Priority EMS, Inc.
3. Acadian Ambulance Service, Inc.

After review of the applications, it was noted that there was more than one request for the 311 number in the following local calling areas: Baton Rouge, Mandeville/Covington, Slidell, New Iberia, Bush/Bogalusa, Clinton and LaPlace.

Before proceeding to the actual awarding of the 311 number for each calling area, the Commission reiterated that all applicants receiving a 311 number, do so subject to the policies, standards, and orders previously set forth in Commission Order Numbers U-20222 and U-20222-A.

On the motion of Commissioner Dixon, seconded by Commissioner Blanco, with Commissioners Schwegmann and Powell concurring, and Commissioner Owen abstaining, the Commission voted to award the 311 number to the following applicants in the local calling areas where no conflict existed:

1. Priority EMS, Inc. - New Orleans, St. Francisville and Tunica local calling areas.
2. Acadian Ambulance Service, Inc. - Alexandria, Bunkie, Marksville, Lafayette, Crowley, Rayne, Abbeville, Gueydan, St. Martinville, Eunice, Opelousas, Franklin, Morgan City, Jennings, Amite, Kentwood, Hammond, Donaldsonville, Pierre Part, Napoleonville, Labadieville, Morganza, Krotz Springs, Vacherie, Litcher, Edgard, St. Landry, Melville, Jeanerette, Weeks Island, White Castle, Lockport, Thibodaux, Houma and Plaquemines.

The Commission then turned its attention to those areas where more than one applicant applied for the 311 number. With regard to the Baton Rouge calling area, Mr. Ladnier, who is employed by Mayor Tom Ed McHugh as the Communications Manager for East Baton Rouge Parish and Founding President of the National Emergency Organization for the State of Louisiana, expressed deep concern over the awarding of 311 to anyone for the Baton Rouge calling area. Based upon Mr. Ladnier's concerns and the conflicts in the other calling areas where more than one applicant desired the 311 number, the Commission decided to wait 30 days before awarding any additional numbers. Additionally, Commissioner Schwegmann requested to hold in abeyance the issuance of the 311 number in St. Tammany Parish which is in his district so that his office could work on resolving the conflicts.

After discussion of several other items on the Commission's agenda, the Commission voted to reconsider its decision to wait 30 days before awarding the 311 number for the Baton Rouge and New Iberia local calling areas. Based upon Acadian Ambulance Service, Inc.'s presence in the Baton Rouge and New Iberia calling areas, and its ability to meet the minimum 10,000 call per month requirement, the Commission voted to award the 311 number to Acadian Ambulance Service, Inc. for the New Iberia calling area and instructed Acadian Ambulance Service, Inc. to meet with Mayor Tom Ed McHugh's Office and Mr. Ladnier, and if all problems could be resolved, then the 311 number for the Baton Rouge calling area could be awarded by staff to Acadian Ambulance Service, Inc.

IT IS THEREFORE ORDERED THAT:

1. Priority EMS, Inc. and Acadian Ambulance Service, Inc. are awarded 311 numbers for the local calling areas detailed above.
2. Acadian Ambulance, Inc. is additionally awarded the 311 number for the New Iberia local calling area and if it can resolve all conflicts with Mr. Ladnier and the Mayor's office, then the 311 number for the Baton Rouge local calling area can be awarded to Acadian Ambulance, Inc. by Commission Staff.
3. The applicants accept the 311 numbers subject to the policies, standards and orders set forth by Commission Order Numbers U-20222 and U-20222-A.

IT IS SO ORDERED.
BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
June 23, 1994

/s/ KATHLEEN BABINEAUX BLANCO
DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO

/s/ JOHN F. SCHWEGMANN
DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN

/s/ THOMAS E. POWELL
DISTRICT IV
COMMISSIONER THOMAS E. POWELL

DON OWEN ABSTAINS
DISTRICT V
COMMISSIONER DON OWEN

/s/ IRMA MUSE DIXON
DISTRICT III
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-D

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

(Decided at Open Session July 13, 1994)

At the July 13, 1994 Open Session of the Louisiana Public Service Commission, the Commission considered the issue of which entities should be awarded either 311 or N11 numbers for the Mandeville/Covington, Slidell and Bogalusa local calling areas. St. Tammany Parish Hospital and Priority EMS, Inc. had both applied for the 311 number in each of these calling areas during the application period which concluded on May 22, 1994. At the June 7, 1994 Open Session, Commissioner Schwegmann requested that the issuance of the 311 number for St. Tammany Parish, which is included in his district, be held in abeyance so that his office could work on resolving the conflict.

At the Open Session, Commissioner Schwegmann's staff reported that the conflict had been resolved in that St. Tammany Parish Hospital had agreed to accept an N11 number, in particular 611, for the three local calling areas at issue which then left Priority EMS, Inc. as the only applicant for a 311 number for the same three calling areas.

On motion of Commissioner Schwegmann, seconded by Commissioner Blanco, Priority EMS, Inc. was awarded the non-commercial number 311 and St. Tammany Parish Hospital was awarded the commercial number 611 for use in the Mandeville/Covington, Slidell and Bogalusa local calling areas. Upon objection the roll was called, with Commissioners Blanco, Schwegmann, and Dixon voting yes, Commissioners Owen and Powell voting no.

IT IS THEREFORE ORDERED THAT:

1. Priority EMS, Inc. is awarded the 311 number for the Mandeville/Covington, Slidell and Bogalusa local calling areas.
2. St. Tammany Parish Hospital is awarded the commercial number 611 for the Mandeville/Covington, Slidell and Bogalusa local calling areas.
3. Priority EMS, Inc. and St. Tammany Parish Hospital accept the above stated numbers subject to the policies, standards and orders set forth in Commission Order Numbers U-20222 and U-20222-A.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
August 25, 1994

Kathleen B. Blanco
DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO

John F. Schwegmann
DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN

THOMAS E. POWELL DISSENTS
DISTRICT IV
COMMISSIONER THOMAS E. POWELL

DON OWEN DISSENTS
DISTRICT V
COMMISSIONER DON OWEN

Irma M. Dixon
DISTRICT III
COMMISSIONER IRMA MUSE DIXON

[Signature]
ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-E

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit
dialing arrangement, available in specific areas for delivery of general
information via voice grade facilities.

(Decided at Open Session July 13, 1994)

At the July 13, 1994 Open Session of the Louisiana Public Service Commission, the Commission considered the issue of which entity, if any, should be awarded the 311 number for the Clinton local calling area. Priority EMS, Inc. and Acadian Ambulance, Inc. had both applied for the 311 number for the Clinton local calling area during the application period which concluded on May 25, 1994. After considering the fact that neither entity is licensed to operate in East Feliciana Parish in which the Clinton local calling area is located, Commissioner Blanco made the motion that neither applicant, Priority EMS, Inc. nor Acadian Ambulance, Inc., be awarded the 311 number for the Clinton local calling area. The motion was seconded by Commissioner Owen and unanimously adopted.

IT IS THEREFORE ORDERED THAT:

Neither Priority EMS, Inc. nor Acadian Ambulance, Inc. is awarded the non-commercial 311 number for the Clinton local calling area.

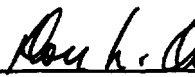
IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
August 25, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN


DISTRICT III
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-F

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

(Decided at the September 29, 1994 Open Session)

During the application period which concluded on May 25, 1994, Acadian Ambulance Service, Inc. and Priority EMS, Inc. both applied for the 311 number for the LaPlace local calling area. Several meetings were held with representatives of both ambulance providers in order to come to a resolution as to which company should receive the 311 number. After talking to South Central Bell, it was discovered that since the 311 service is provided by special assembly arrangements, the LaPlace local calling area could be divided and assigned by exchanges. The Commission Staff made the recommendation that Acadian Ambulance Service, Inc. be granted the authority to use the 311 number for the LaPlace exchange and Priority EMS, Inc. be granted the authority to use the 311 number for the Norco, Luling and Paradis exchanges, all exchanges being within the LaPlace local calling areas.

Commissioner Blanco moved that the Commission adopt the Staff's recommendations. The motion was seconded by Commissioner Powell and adopted by the Commission with Commissioners Blanco, Powell, Schwegmann and Dixon voting yes and Commissioner Owen abstaining.

At the same Open Session, South Central Bell petitioned the Commission for permission to contract with the Kaplan, Delcambre, Star, EATEL, Century and Reserve telephone companies in order to provide 311 service in those independent telephone company service areas. On motion of Commissioner Blanco, seconded by Commissioner Dixon with Commissioners Schwegmann and Powell concurring and Commissioner Owen abstaining, the Commission voted to authorize South Central Bell to contract with Kaplan, Delcambre, Star, EATEL, Century and Reserve telephone companies to provide 311 service in those independent telephone company service areas.

IT IS THEREFORE ORDERED THAT:

1. Acadian Ambulance Service, Inc. is granted the authority to use the 311 number for the LaPlace exchange within the LaPlace local calling area.
2. Priority EMS, Inc. is granted the authority to use the 311 number for the Norco, Luling and Paradis exchanges within the LaPlace local calling area.
3. Acadian Ambulance Service, Inc. and Priority EMS, Inc. accept the above stated numbers subject to the policies, standards and order set forth in Commission Order Numbers U-20222 and U-20222-A.

4. South Central Bell is authorized to contract with Kaplan, Delcambre, Star, EATEL, Century and Reserve telephone companies to provide 311 service in those independent telephone company service areas.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
November 18, 1994

Kathleen B. Blanco
DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO

Schwegmann
DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN

Thomas E. Powell
DISTRICT IV
COMMISSIONER THOMAS E. POWELL

Don Owen ABSTAINS
DISTRICT V
COMMISSIONER DON OWEN

[Signature]
ASSISTANT SECRETARY

[Signature]
DISTRICT III
COMMISSIONER IRMA MUSE DIXON

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-G

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit
dialing arrangement, available in specific areas for delivery of general
information via voice grade facilities.

(Decided at the September 29, 1994 Open Session)

At the June 7, 1994 Open Session, the Commission accepted South Central Bell's A39 tariff, which tariff provided for a ninety (90) day provisioning and implementation period. The Commission order formalizing the above and the effective date of the A39 tariff was signed on June 23, 1994, thus beginning the running of the 90 day period.

The ninety day period concluded on September 21, 1994. Many of the entities assigned numbers under Commission Orders U-20222-B and U-20222-C submitted requests for extension of the ninety day period in which to implement service.

On motion of Commissioner Dixon, seconded by Commissioner Blanco and unanimously adopted, the Commission voted to extend the implementation period for an additional 90 days, if needed.

IT IS THEREFORE ORDERED THAT:

The implementation period is extended from September 29, 1994 for an additional ninety (90) days.

IT IS SO ORDERED.

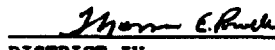
BY ORDER OF THE COMMISSION

BATON ROUGE, LOUISIANA

November 18, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN


DISTRICT III
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-H

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

(Decided at the October 12, 1994 Open Session)

By Commission Order No. U-20222-B dated June 23, 1994, Denham Springs Publishing Company, Inc. (The Denham Springs-Livingston Parish News) was authorized the use of the 211 number for the Baton Rouge local calling area and Capital City Press was authorized use of the 611 number for the same local calling area. Subsequently, the Denham Springs Publishing Company, Inc. (The Denham Springs-Livingston Parish News) by letter dated August 30, 1994, and signed by Jeff M. David, President, relinquished its authority to use the 211 number granted under Commission Order No. U-20222-B.

On August 25, 1994, Commission Staff met with representatives from several 911 districts. At that meeting, the 911 Directors requested that the Commission avoid awarding the 611 and 811 numbers and additionally, if an entity was previously awarded a 611 or 811 number and could now be switched to the 211 number, they requested that the Commission authorize the switch.

At the October 12, 1994 Open Session, Commission Staff recommended that the 211 number for the Baton Rouge local calling area be reassigned to Capital City Press with the accompanying authority to use the 211 number. Additionally, the Staff recommended that Capital City Press' authority to use the 611 number granted under Commission Order No. U-20222-B be rescinded.

On the Motion of Commissioner Blanco, seconded by Commissioner Schwegmann, the Commission voted unanimously to change Capital City Press' (The Advocate) N11 number for the Baton Rouge local calling area from 611 to 211.

Additionally considered at the October 12, 1994 Open Session was the Times-Picayune Publishing Corporation's (hereinafter "The Times-Picayune") request for the assignment of the 211 number for the Norco local calling area. The Times-Picayune filed an application for a N11 number on August 1, 1994. In support of its application, the Times-Picayune stated the following:

1. On May 21, 1993 The Times-Picayune applied for an N11 number for Norco in addition to New Orleans, Slidell and Mandeville local calling area.
2. At the November 1993 hearing, South Central Bell stated "Because the Kenner exchange is included in both the New Orleans and Norco basic LCA's (Local Calling Areas), N11 service can be provisioned in only one of the LCAs."
3. Based on the above statement made at the hearing, The Times-Picayune submitted a modification on January 25, 1994 to its initial application withdrawing its request for an N11 number for the Norco local calling area.
4. When the Commission established the 60-day application period beginning on March 25, 1994 and ending May 25, 1994, The Times-Picayune did not renew a request for Norco because it was still under the impression that it was not technologically feasible to have both the New Orleans and Norco LCAs.
5. By Commission Order No. U-20222-B, The Times-Picayune was granted the authority to use the 211 number in the New Orleans, Mandeville/Covington and Slidell local calling areas.

6. The Times-Picayune has since learned from a South Central Bell Account Manager that it is technologically feasible for The Times-Picayune to use the 211 number in the Norco local calling area.

On the Motion of Commissioner Dixon and seconded by Commissioner Blanco, the Commission unanimously voted to approve The Times-Picayune's request for assignment of a N11 number for the Norco local calling area.

The next item presented at the October 12, 1994 Open Session regarding this docket was South Central Bell's request to revise its A39 tariff to reflect the following:

1. The addition of seventeen (17) basic local calling areas.
2. A change in the advertising regulations to bring N11 service regulations in line with regulations applicable to 900 Service.
3. The addition of a provision to allow the imposition of blocking on the line of an end user who abuses the pay-per-call services delivered via N11 services.

On the Motion of Commissioner Blanco and seconded by Commissioner Powell, the Commission unanimously voted to approve the revisions to South Central Bell's A39 tariff.

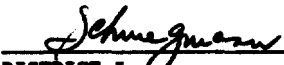
IT IS THEREFORE ORDERED THAT:

1. The Capital City Press is assigned the 211 number and granted the authority to use the 211 number for the Baton Rouge local calling area.
2. The Capital City Press' authority to use the 611 number for the Baton Rouge local calling area as granted in Commission Order No. U-20222-B is hereby rescinded.
3. The Times-Picayune Publishing Corporation's request for an N11 number for the Norco local calling area is approved.
4. The Times-Picayune Publishing Corporation is granted the authority to use the 211 number in the Norco local calling area.
5. The Capital City Press and The Times-Picayune Publishing Corporation accepts the numbers stated above subject to the policies, standards and orders set forth by Commission Order Numbers U-20222 and U-20222-A.
6. The revisions set forth above to South Central Bell's A39 tariff are approved.

IT IS SO ORDERED.

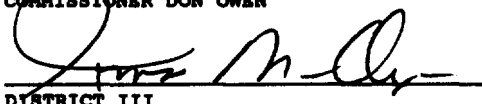
BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
November 18, 1994


DISTRICT II
CHAIRMAN KATHLEEN BABINEAUX BLANCO


DISTRICT I
VICE-CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN


DISTRICT III
COMMISSIONER IRMA MUSE DIXON


ASSISTANT SECRETARY

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-I

SOUTH CENTRAL BELL TELEPHONE COMPANY
ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

(Decided at the November 9, 1994 Open Session)

On August 25, 1994, a meeting was held with representatives from the 911 communications districts for Shreveport (Caddo Parish), Baton Rouge (East Baton Rouge Parish) and New Orleans (Orleans Parish), from the State Emergency Preparedness Office, Acadian Ambulance, Priority EMS, The Times-Picayune, The Capital City Press and South Central Bell, along with Commission Staff. At the meeting, Capital City Press and The Times-Picayune indicated their willingness to place in the initial recorded message a statement indicating "emergency calls should be directed to 911," or words to that effect.

Subsequent to the August 25, 1994 meeting, Caddo Parish Communications District Number One submitted a letter advocating the requirement that all N11 providers which serve areas that have 911 service and which utilize automated answering systems to include a pre-recorded message regarding 911. The message proposed was:

"You have reached _____. This is not an emergency number. If you need emergency assistance, please hang up and dial 911."

At the November 9, 1994 Open Session, staff recommended the adoption of a requirement that the message proposed by the Caddo Parish Communications District Number One be included in all pre-recorded messages of N11 subscribers.

On motion of Commissioner Dixon, seconded by Commissioner Blanco, with Commissioners Schwegmann and Powell concurring, and Commissioner Owen absent, the Commission voted to require on all pre-recorded messages to contain a message with words similar to the following: "You have reached _____. This is not an emergency number. If you need emergency assistance, please hang up and dial 911."

IT IS THEREFORE ORDERED THAT:

All pre-recorded messages of N11 subscribers contain the following:

"You have reached _____. This is not an emergency number. If you need emergency assistance, please hang up and dial 911," or words to that effect.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA

January 4, 1995


CHAIRMAN KATHLEEN BABINEAUX BLANCO


VICE-CHAIRMAN JOHN F. SCHWEGMANN


COMMISSIONER THOMAS E. POWELL

DON OWEN ABSENT
COMMISSIONER DON OWEN


SECRETARY


COMMISSIONER IRMA MUSE DIXON

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-J

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit
dialing arrangement, available in specific areas for delivery of general
information via voice grade facilities.

(Decided at the December 14, 1994 Open Session)

On December 7, 1994, South Central Bell ("SCB") submitted revisions to its
A39 tariff. This tariff provides for N11 Service. The changes incorporated
in the revision were as follows:

1. The provision of N11 service in the Norco local calling area.
(A39.1.1.C)
2. The requirement that the preamble contain a statement. "You have
reached _____. This is not an emergency number. If you
need emergency assistance, please hang up and dial 911," or words to
that effect. (A39.1.2.H.15)
3. The provision allowing the subscriber to implement a mechanism by
which the end user can bypass or interrupt the preamble.
(A39.1.2.H.15)

On motion of Commissioner Dixon, seconded by Commissioner Blanco, the
Commission voted unanimously to approve the revisions to South Central Bell's
A39 tariff.

IT IS THEREFORE ORDERED THAT:

The above stated revisions to South Central Bell's A39 tariff are approved.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
January 4, 1995


CHAIRMAN KATHLEEN BABINEAUX BLANCO


VICE-CHAIRMAN JOHN SCHWEGMANN


COMMISSIONER THOMAS E. POWELL


COMMISSIONER DON OWEN


SECRETARY


COMMISSIONER IRMA MUSE DIXON

LOUISIANA PUBLIC SERVICE COMMISSION

ORDER NO. U-20222-K

SOUTH CENTRAL BELL TELEPHONE COMPANY

ex parte

Docket No. U-20222. In re: Introduction of N11 service, a three digit dialing arrangement, available in specific areas for delivery of general information via voice grade facilities.

(Decided at the March 23, 1995 Open Session)

At the June 7, 1994 Business and Executive Session, the Commission voted to approve, among others, the following three applications for commercial N11 numbers:

1. The News Leader, Inc. for the Leesville, Deridder, Maryville, Vinton and Lake Charles local calling areas;
2. The Baker Observer for the Baton Rouge local calling area; and
3. Carmeco, Ltd. for the New Orleans local calling area.

Subsequently, on June 23, 1994, the News Leader, Inc. was assigned the 211 number, the Baker Observer was assigned the 811 number and Carmeco, Ltd. was assigned the 611 number.

In accordance with South Central Bell's A39 tariff approved by Commission Order No. U-20222-B and amended by Commission Orders U-20222-H and U-20222-J, all applicants had ninety (90) days commencing on June 23, 1994 to implement N11 service. This initial implementation period concluded on September 21, 1994. Due to numerous requests to extend the initial implementation period, the Commission at its September 29, 1994 Business and Executive Session ordered the implementation period be extended for an additional ninety (90) days.

On December 28, 1994, the additional implementation period concluded. As of that date the News Leader, Inc., Baker Observer and Carmeco, Ltd. had not implemented, nor even initiated service orders for N11 service through South Central Bell.

After due notice to the News Leader, Inc., the Baker Observer and Carmeco, Ltd., Commission Staff recommended the rescission of their authority to use the N11 number previously granted pursuant to Commission Order U-20222-B based upon their failure to implement service within the specified time period as set forth in South Central Bell's A39 tariff, as extended pursuant to Commission Order U-20222-G, and based upon the standards set forth in Commission Order No. U-20222-A.

On the motion of Commissioner Blanco, seconded by Commissioner Dixon, with Commissioners Schwegmann and Owen concurring, and Commissioner Powell absent, the Commission voted to accept the Staff recommendation and rescind the authority of the News Leader, Inc. (211), the Baker Observer (811), and Carmeco, Ltd. (611), to use N11 numbers due to their failure to implement N11 service during the specified time periods.


IT IS THEREFORE ORDERED THAT:

1. The authority of News Leader, Inc. to use 211 for the Leesville, Deridder, Maryville, Vinton and Lake Charles local calling areas is rescinded.
2. The authority of the Baker Observer to use 811 for the Baton Rouge local calling area is rescinded.

3. The authority of Carmeco, Ltd. to use 611 for the New Orleans local calling area is rescinded.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION
BATON ROUGE, LOUISIANA
May 30, 1995


DISTRICT I
CHAIRMAN JOHN F. SCHWEGMANN


DISTRICT III
VICE-CHAIRMAN IRMA MUSE DIXON

THOMAS E. POWELL Absent
DISTRICT IV
COMMISSIONER THOMAS E. POWELL


DISTRICT V
COMMISSIONER DON OWEN


SECRETARY


DISTRICT II
COMMISSIONER KATHLEEN BABINEAUX BLANCO